



# CITY POLICY

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**POLICY NUMBER: C539**

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**REFERENCE:**

**ADOPTED BY:**

City Council  
2 September 2009

**SUPERSEDES:**

**New**

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**PREPARED BY:** Transportation Department

**DATE:** 17 August 2009

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**TITLE:** **Transit Service Standards**

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**Policy Statement:** The City of Edmonton establishes Transit Service Standards as a guideline for the design of transit service and the level of service provided.

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**The purpose of this policy is to** set service standards that guide the design of the transit system, recognizing customer needs and ensuring the effective use of available resources. The policy establishes:

- Parameters for the level of service that should be provided
- Route performance measures that are used to identify potentially under-performing and over-performing services; and
- Guidelines for the implementation of new services, walking distances to transit service and time periods of operation



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## TRANSIT SERVICE STANDARDS AND PLANNING GUIDELINES

### Time Periods

- Weekday Peaks – start of service to 9 a.m.; 3 p.m. to 6 p.m.
- Weekday Midday – 9 a.m. to 3 p.m.
- Weekday Early Evening – 6 p.m. to 10 p.m.
- Weekday Night – 10 p.m. to end of service
  
- Saturday Morning – start of service to 8 a.m.
- Saturday Midday – 8 a.m. to 7 p.m.
- Saturday Night – 7 p.m. to end of service
  
- Sunday Morning – start of service to 10 a.m.
- Sunday Midday – 10 a.m. to 7 p.m.
- Sunday Night – 7 p.m. to end of service

Start of service on weekdays defined as approximately 5:30 a.m. for first trip from neighbourhoods.

Start of service on weekends defined as approximately 6 a.m. for first trip from neighbourhoods.

End of service defined as approximately 2 a.m. for last trip in the neighbourhoods (subject to consideration of extended or all night service).

### Walking Distances

#### Residential Areas

Maximum 800 metres in all time periods (start of service to end of service)

Maintain 400 metre maximum walking distance, where feasible

- Weekdays – between start of service and 10 p.m.
- Saturdays – between 8 a.m. and 7 p.m.
- Sundays – between 10 a.m. and 7 p.m.

where warranted by development levels and demand for service

#### Employment Areas

Maximum 600 metre walking distance during peak periods, where feasible



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## Frequency and Span of Service

### Minimum Service Intervals – Residential and Transit Corridors

- Weekdays prior to 10 p.m., Saturday and Sunday midday – 30 minute service (All regular routes excluding express and school trips and “community bus” routes)
- Weekdays after 10 p.m., Saturday and Sunday morning and night – 60 minute service with 30 minute frequency or better in transit corridors

### Minimum Service Intervals – Industrial

- 30 minute service during weekday peak period with limited midday service provided to areas with peak period service
- 60 minute service during offpeak periods when service is expected to achieve minimum route performance standards (30 minute frequency preferred)

### Community Bus Routes

- 60 minutes

## Route Performance Standards

To be used to “flag” individual bus routes for further review.

### **Low Ridership Thresholds**

#### Regular Routes

- Weekday peak periods – 30 boardings per hour
- Weekday Midday and Early Evening, Saturday Midday and Sunday Midday – Combined average of 15 boardings per hour
- Weekday Late Night, Saturday Morning and Night, Sunday Morning and Night - Combined average of 15 boardings per hour
- First/last trips carrying 5 passengers or less

#### Industrial Routes

- Weekday peak periods – 20 boardings per hour
- All other time periods – 15 boardings per hour

#### Community Bus Routes

- All time periods – 10 boardings per hour

#### Express, School and Customized Trips

- All time periods – 80% of seated capacity

This policy is subject to any specific provisions of the Municipal Government Act or other relevant legislation or Union Agreement.



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## Route Performance Standards

### High Ridership Thresholds

#### All Routes – Peak Periods

- Average boarding per hour more than 60
- Individual trips greater than 55 at the peak point
- More than 50 passengers at the peak point on consecutive trips

#### All Route – Offpeak Periods

- Average boardings per hour more than 50
- Individual trips greater than 55 at the peak point
- More than 50 passengers at the peak point on consecutive trips

## Staging Service to New Development Areas

### Residential Areas

- Peak periods – catchment area of a route reaches a population of 500 residents.
- All other time periods – catchment area reaches a population of 1,500 residents and lower ridership thresholds are achieved in peak periods (Note – service in all offpeak time periods would be implemented simultaneously)

### Employment Areas

- Peak periods – catchment area of a route reaches approximately 500 employees. Limited weekday midday service will be provided when peak period service is implemented.
- Service in offpeak time periods to be provided where it is expected that minimum route performance standards would be achieved (at the discretion of Edmonton Transit)

### Community Bus Routes

- Will be considered when walking distance to major senior residences (greater than 50 units), activity centres or other identified destinations is greater than 250 metres.

### Implementation Periods

- New peak services shall be maintained for a minimum of 1 year
- New offpeak services and peak industrial services shall be maintained for a minimum of 2 years



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## Service Monitoring

New service implementations shall be monitored throughout the implementation period and should achieve stage performance thresholds as follows:

- Peak periods – 50% of the recommended minimum performance level after 6 months; 100% after 1 year
- All other time periods and peak industrial service – 50% of the recommended minimum performance level after 1 year; 100% after 2 years

New services that do not meet these thresholds will be reviewed for improvement measures, and may be discontinued at the end of the implementation period if performance improvement prospects are not in evidence.

## **On-Time Performance**

- Departures from key timing points from 0 minutes before to 3 minutes after the scheduled departure time on 90% of trips. No vehicles will leave a timing point early.
- Arrival times at key timing points from 5 minutes early to 1 minute late on 90% of trips.